

# Course Descriptions

**Cost per module: \$295 plus books**

## **Fundamentals of Supervisory Management**

The course covers the role of a Supervisor focusing on communication, developing people, managing people, team building, coaching a team and planning skills to create and engaged workforce.

## **Communication**

The program will prepare participants to be comfortable and accomplished at several levels of communication such as public speaking, presentation skills, public relations to provide good management communication.

## **Problem solving .....**

The design is to give the participant skills for routine daily analysis and long term problem solving: root cause analysis, fish bone analysis, pareto diagram analysis, six sigma analysis

## **Budget Management**

Participants will learn to manage the day to day operations by understanding and preparing budgets, balance sheets and financial statement unique to the industry

## **Project Management**

The course will utilize the tools and develop the skills for managing projects using Gantt Charts, time lines, milestones, budgets and resources

## **Utility Finance**

Participants will focus on the bigger picture of understanding the daily financial activities of a utility and the implications of the financial management

## **Tech skill/Reg Compliance**

The course will provide an overview of the skills and resources for a review of the technical support needed at a facility and the scope of regulatory compliance

## **Training skills**

Developing the skills to train your workforce in whatever is needed

## **Computer skills**

Training in Word, Excel, Project and others as requested